GREAT PLAINS INTERAGENCY DISPATCH CENTER
STANDARD OPERATING GUIDELINE # 32

TITLE: Retrieving back up data from WildCAD

EFFECTIVE DATE: July 3, 2008

UPDATE: February 2019

INTENT
To Described the procedure to save back up data from WildCAD and how to
restore it to the server for use.

All WildCAD data is kept on the Network Attached Storage (NAS) device located
in the Communications room at GPC. When dispatchers access the W drive they
are actually accessing the NAS.

WildCAD data and maps are backed up manually, at least once a month and
more often during fire season, or when asked to do so by Center Management.

Backup WildCAD data is stored on the GPC External Hard drive located in the
communication room.

When to back up WildCAD data

The WildCAD.MDB file will be backed up at least once per month from November
thru April and at least twice per month May thru October. Center Management
will determine if more frequent backups will occur.

The complete WildCAD folder will be backed up 3 times per year; on the last
working day closest to January 1st, April and September. Backups will also occur
anytime Maps or GIS data change.

How to back up the data

- Log on to any computer that has access to the W drive.
- Open W:\Wildcad
- Locate the WildCAD.MDB file
- Copy the file and paste it to the GPC External Hard Drive, thumb drive or
  other location determined by center management. Do not paste it to the C
  drive as no one can access your C drive except for you.
  - DO NOT delete or remove any of the files within this folder, doing
    so will cause WildCAD not to function!

How to replace data on the NAS

Currently only the Center Manager and the Assistant Center Manager have access to the NAS via the remote desk top feature. The only time backup data should be copied to the NAS is if there is a system malfunction or if Bighorn Information Systems directs you to.

- Ensure that everyone is out of WildCAD before you begin this process.
- Take the GPC External Hard Drive and connect it to the NAS located in the communications room.
- Log in to the Remote Desktop Connection from your workstation.
- Navigate to the E drive and access E:\GPCWildcad\Wildcad
- Rename the current WildCAD.mdb to WildCAD_"date".mdb
- Click on Start and select the drive that the External Hard Drive is in. (G, F, etc.)
- Copy the WildCAD.mdb from the External Hard Drive
- Navigate to E:\GPCWildcad\Wildcad on the NAS
- Paste the WildCAD.MDB into E:\GPCWildcad\Wildcad
- Close the Remote Desktop Connection and open WildCAD on your computer. Do a quick search to ensure that the data you are viewing matches the date from which the backup data was taken.

NOTE: If the backup data was retrieved before the current date and time, some information will be missing! Dispatchers will have to go back and update any missing information from the IA cards. It is important to document in the incident logs that WildCAD malfunctioned and that a restoration of the back-up data was performed.